

Results analysis and next steps

The ICT Training Needs Analysis will help you to identify your level of expertise in each of the sections covered and in general. On completion the Summary will provide you with your total points for all sections and indicates the skill level you are currently at for each section.

A recommended guide to the next steps in your training plan could be:

Beginner – If your rating indicates that you are a beginner in a particular section (e.g. for General Windows Skills) an introductory training course would probably benefit you, or some one-to-one training in-house from a "super-user".

Intermediate – If your rating indicates that you are intermediate in a particular section then an intermediate training course might be appropriate.

Advanced – If your rating indicates that you are an advanced user you may only benefit from an advanced course in the application if this is very relevant to your job e.g. if you are responsible for administrating and developing your organisation's database. You should also be used as a "super-user" to pass on your skills to others in small or one-to-one sessions. You could benefit from a train-the-trainer session.

As ever, the option that works best for you will depend on your needs and available resources. However it is worth thinking about more than just responding to immediate training needs. How will your approach help you respond to staff needs long after the training course has become a distant memory? It is worth linking your training strategy to the development of the role of 'super-user' in any important areas of work. One way of doing this is to concentrate on developing the skills of a group of workers who can then train others in the organisation. This is likely to give you more options when, as is always likely, staff need some help on a day to day basis.